

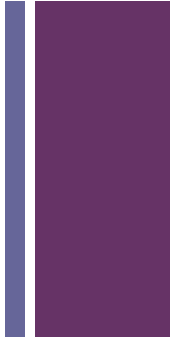


# ***Strategies for Resolving Conflicts Regarding Structural Issues and the Delivery of Special Education Services***

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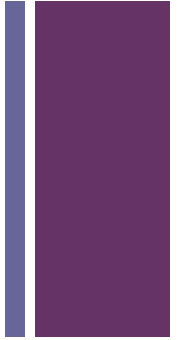
# Special Education Bottom Line:



- Know who is responsible for special education
  - The charter school?
  - A partnering school district?
  
- Know the relevant laws
  - Individuals with Disabilities Education Act of 2004 (IDEA)
  - 504 Regulations
  - Americans with Disabilities Act

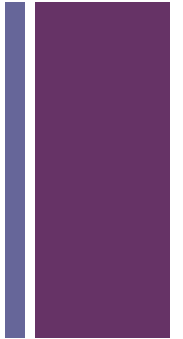


# Bottom Line



- Know the basic requirements of IDEA-Individuals with Disabilities Act
  - Eligibility
  - Individualized Education Program
  - Related Services
    - Child Find
    - Free Appropriate Public Education
    - Least Restrictive Alternative
    - Procedural Safeguards
      - Due Process

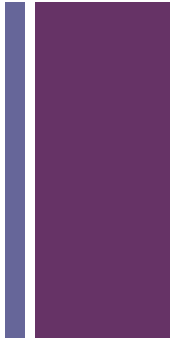
# + Bottom Line Resources



- Special Education Primers:  
[http://www.edgateway.net/cs/spedp/print/uscs\\_docs/spedp/home.htm](http://www.edgateway.net/cs/spedp/print/uscs_docs/spedp/home.htm)
- IDEA: <http://idea.ed.gov/explore/home>
- IDEA: <http://www.nichcy.org/idea.htm>



# More Resources



- 504 Regulations:

<http://www.ed.gov/policy/rights/reg/ocr/edlite-34cfr104.html#D>

- FERPA:

<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>



# Four Major Areas of Conflict

Due Process

FAPE

Finance

Personalities

Common Conflicts

How to address them for resolution



# Strategies for Resolution

Takin' Care of Business:  
Personal and Personnel



# Personnel and Personal Considerations



- Ensure there is strong and wise leadership.
  - Take care of yourself and the team as you move through the conflict.
  - Prepare staff for the conflict and what it may entail.
- Build strong and empathic relationships.
  - Put yourself in their shoes—parent, staff, student
- Keep your personal feelings to yourselves.
- Take the high road.
  - Emotions may be raw; act with integrity and wisdom.
  - Conflict can bring out the worst in us—be careful!



# Strategies for Resolution

Generate an “IEP” for the  
School



# The School's IEP



- Stay true to the school's mission and vision.
- Know your rights and the rights of the students.
- Set goals.
- Determine how you are going to measure the goals.
- Identify your desired outcomes.
- Document your procedures.
- **KEEP YOUR EYE ON THE CHILD.**

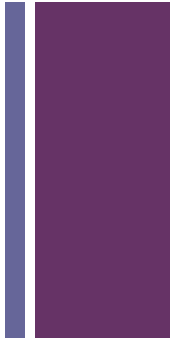


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# Strategies for Resolution

Communicate, Communicate,  
Communicate

# + Communication....Duh!



- Establish a good communication system BEFORE conflict arises.
- Set expectations for staff members concerning appropriate communication with staff, parents, advocates, and students.
- Record communication—it matters!
- Provide technical assistance to staff on how to communicate in times of conflict.
- Use good communication strategies—
  - Don't immediately respond—you might regret it.
  - Use positive words and approaches.
  - Remember that a few words go a long way and that words and actions have meaning to all involved.



# Strategies for Resolution

Data Will Save the Day



# Data: Your Friend



- Set up a procedure for documentation BEFORE conflict.
- Establish a document review system.
  - Emails
  - Phone calls
  - Notes
  - Assignments
- Learn what data is most needed when conflict arises.



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Strategies for Resolution

Help!!!



# Seek wise counsel



- Seek legal advice earlier rather than later.
- Engage the special education director or coordinator as a mediator.
- Use outside resources to mediate or facilitate the conflict resolution process.
- Know the role of parent advocates and seek their advice when appropriate.
- Bring in outside experts in areas of concern (i.e. assistive technology)



# Strategies for Resolution

Go back to the bottom line.



# Back to Basics



- Once conflict occurs, make sure you have attended to the “bottom line.”
  - In compliance with IDEA and 504 Regulations.
  - Have documentation that shows you are in compliance.
  - If there is a problem, address it immediately.